



PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: )  
)  
**McConnell et al.** )  
)  
Serial No.: **10/645,917** )  
)  
Filed: **August 20, 2003** )  
)  
For: **Method and System for Selecting a** )  
**Preferred Contact Center Agent Based on** )  
**Agent Proficiency and Performance and** )  
**Contact Center State** )

**INFORMATION DISCLOSURE STATEMENT**

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Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. A copy of each cited item is enclosed.

The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

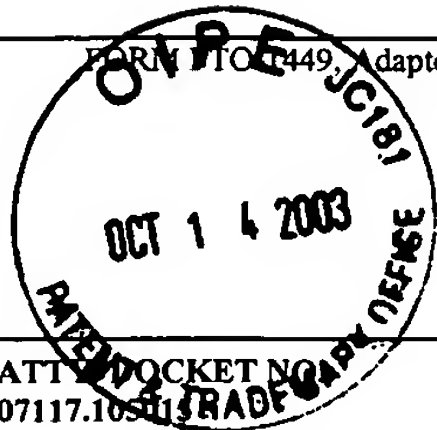
Respectfully submitted,

Robert T. Neufeld  
Reg. No. 48,394

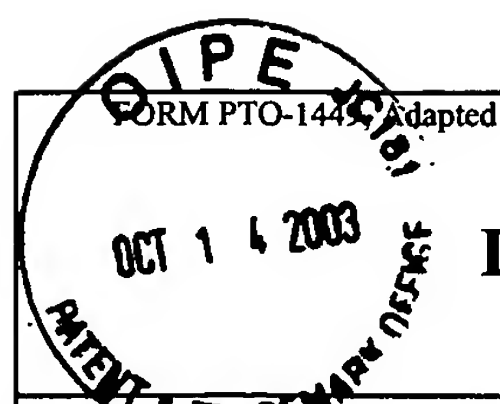
King & Spalding LLP  
191 Peachtree Street, N.E., 45<sup>th</sup> Floor  
Atlanta, GA 30303  
404.572.4600  
K&S Docket: 07117.105015 US  
3276939 v1

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on October 10, 2003.

  
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<div style="text-align: right;">  </div> <b>LIST OF INFORMATION DISCLOSED BY APPLICANT</b> <i>(Use several sheets if necessary)</i>							
ATTACHMENT NO. 07117.105			SERIAL NO. 10/645,917	FILING DATE August 20, 2003			
APPLICANT McConnell et al.				GROUP			
U.S. PATENT DOCUMENTS							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	3,594,919	7/27/1971	De Bell et al.			9/23/1969
	AB	3,705,271	12/5/1972	De Bell et al.			3/26/1971
	AC	4,684,349	8/4/1987	Ferguson et al.			7/28/1986
	AD	4,776,016	10/4/1988	Per K. Hansen			11/21/1985
	AE	4,853,952	8/1/1989	Jachmann et al.			12/3/1987
	AF	4,916,726 B1	6/9/1992	Morley et al. (Reexamination Certificate)			9/29/1988
	AG	5,058,008	10/15/1991	Karl H. Schumacher			10/3/1989
	AH	5,110,329	5/5/1992	Helmut Pieper			6/20/1990
	AI	5,199,062	3/30/1993	Von Meister et al.			11/8/1991
	AJ	5,309,505	5/3/1994	Szlam et al.			5/20/1991
	AK	5,310,349	5/10/1994	Daniels et al.			4/30/1992
	AL	5,311,422	5/10/1994	Loftin et al.			6/28/1990
	AM	5,384,841	1/24/1995	Adams et al.			10/27/1993
	AN	5,416,694	5/16/1995	Parrish et al.			2/28/1994
	AO	5,469,491	11/21/1995	Morley, Jr. et al.			2/2/1994
	AP	5,511,112	4/23/1996	Aleksander Szlam			4/29/1994
	AQ	5,533,115	7/2/1996	Hollenbach et al.			11/4/1994
	AR	5,535,256	7/9/1996	Maloney et al.			5/3/1995
	AS	5,583,965	12/10/1996	Douma et al.			9/12/1994
EXAMINER				DATE CONSIDERED			

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

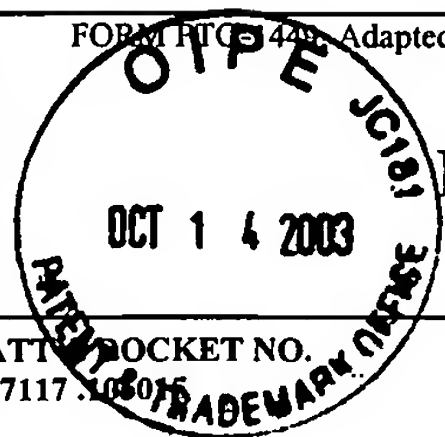


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ATTY. DOCKET NO. 07117.105015		SERIAL NO. 10/645,917		FILING DATE August 20, 2003			
APPLICANT McConnell et al.				GROUP			
<b>U.S. PATENT DOCUMENTS</b>							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	BA	5,590,188	12/31/1996	Gary B. Crockett			2/17/1995
	BB	5,594,791	1/14/1997	Szlam et al.			10/5/1994
	BC	5,597,312	1/28/1997	Bloom et al.			5/4/1994
	BD	5,633,924	5/27/1997	Kaish et al.			12/11/1995
	BE	5,659,768	8/19/1997	Forbes et al.			5/12/1995
	BF	5,675,637	10/7/1997	Szlam et al.			5/16/1995
	BG	5,696,811	12/9/1997	Maloney et al.			6/20/1996
	BH	5,703,943	12/30/1997	Mary Rita Otto			10/16/1995
	BI	5,721,770	2/24/1998	Joylee E. Kohler			7/2/1996
	BJ	5,727,950	3/17/1998	Cook et al.			5/22/1996
	BK	5,738,527	4/14/1998	Steven W. Lundberg			8/8/1996
	BL	5,745,109	4/28/1998	Nakano et al.			6/17/1996
	BM	5,757,644	5/26/1998	Jorgensen et al.			7/25/1996
	BN	5,790,798	8/4/1998	Beckett, II et al.			5/31/1996
	BO	5,818,907	10/6/1998	Maloney et al.			8/4/1997
	BP	5,825,869	10/20/1998	Brooks et al.			4/23/1996
	BQ	5,827,071	10/27/1998	Sorensen et al.			8/26/1996
	BR	5,833,468	11/10/1998	Guy et al.			1/24/1996
	BS	5,861,881	1/19/1999	Freeman et al.			2/8/1996
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FORM PTO-449, Adapted

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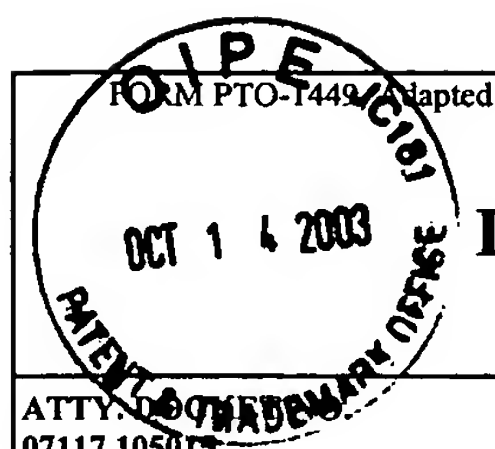
APPLICANT McConnell et al.	GROUP
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EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	CA	5,877,954	3/2/1999	Klimasauskas et al.			5/3/1996
	CB	5,903,641	5/11/1999	Alan V. Tonisson			1/28/1997
	CC	5,904,485	5/18/1999	David M. Siefert			11/4/1994
	CD	5,911,134	6/8/1999	Castonguay et al.			10/12/1990
	CE	5,937,037	8/10/1999	Kamel et al.			1/28/1998
	CF	5,943,416	8/24/1999	Doug Gisby			2/17/1998
	CG	5,946,375	8/31/1999	Pattison et al.			5/12/1997
	CH	5,946,387	8/31/1999	Alex Miloslavsky			2/19/1997
	CI	5,957,659	9/28/1999	Amou et al.			6/5/1997
	CJ	5,963,635	10/5/1999	Szlam et al.			12/12/1996
	CK	5,971,271	10/26/1999	Wynn et al.			6/24/1997
	CL	5,991,394	11/23/1999	Dezonno et al.			2/5/1998
	CM	6,014,134	1/11/2000	Bell et al.			8/23/1996
	CN	6,038,544	3/14/2000	Machin et al.			2/26/1998
	CO	6,039,575	3/21/2000	L'Allier et al.			10/24/1996
	CP	6,044,355	3/28/2000	Crockett et al.			7/9/1997
	CQ	6,044,368	3/28/2000	James Karl Powers			4/30/1998
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	CS	6,058,163	5/2/2000	Pattison et al.			5/12/1997

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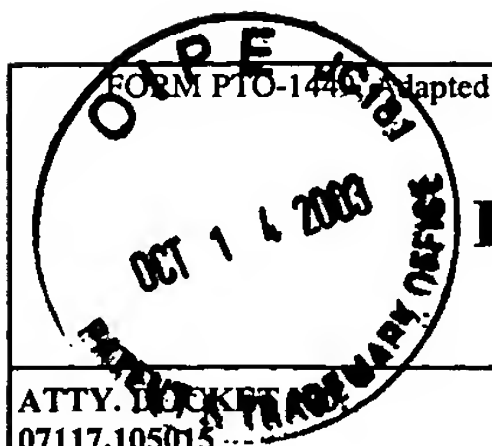
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EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	DA	6,067,537	5/23/2000	O'Connor et al.			12/22/1998
	DB	6,067,538	5/23/2000	Zorba et al.			12/22/1998
	DC	6,070,142	5/30/2000	McDonough et al.			4/17/1998
	DD	6,073,127	6/6/2000	Lannert et al.			12/22/1998
	DE	6,078,894	6/20/2000	Clawson et al.			3/28/1997
	DF	6,086,381	7/11/2000	Downs et al.			9/2/1997
	DG	6,118,865	9/12/2000	Doug Gisby			8/24/1999
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	DI	6,119,097	9/12/2000	David Ibarra			11/26/1997
	DJ	6,128,380	10/3/2000	Shaffer et al.			8/24/1998
	DK	6,134,539	10/17/2000	O'Connor et al.			12/22/1998
	DL	6,144,971	11/7/2000	Sunderman et al.			1/25/1999
	DM	6,146,148	11/14/2000	John J. Stuppy			3/25/1999
	DN	6,163,607	12/19/2000	Bogart et al.			11/3/1998
	DO	6,170,014 B1	1/2/2001	Darago et al.			3/18/1999
	DP	6,171,109 B1	1/9/2001	Setsuo Ohsuga			6/18/1997
	DQ	6,192,122 B1	2/20/2001	Flockhart et al.			2/12/1998
	DR	6,201,948 B1	3/13/2001	Cook et al.			3/16/1998
	DS	6,211,451 B1	4/3/2001	Tohgi et al.			1/26/1999

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EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	EA	6,215,865 B1	4/10/2001	David T. McCalmont			10/13/1998
	EB	6,263,049 B1	7/17/2001	Rodney Kuhn			9/25/1997
	EC	6,275,812 B1	8/14/2001	Haq et al.			12/8/1998
	ED	6,278,978 B1	8/21/2001	Andre et al.			4/7/1998
	EE	6,289,340 B1	9/11/2001	Puram et al.			8/3/1999
	EF	6,324,282 B1	11/27/2001	McIllwaine et al.			3/2/2000
	EG	6,347,139 B1	2/12/2002	Fisher et al.			12/6/1999
	EH	6,371,765 B1	4/16/2002	Wall et al.			11/9/1999
	EI	6,408,066 B1	6/18/2002	Andruska et al.			12/15/1999
	EJ	6,453,038 B1	9/17/2002	McFarlane et al.			6/1/2000
	EK	6,459,787 B2	10/1/2002	McIllwaine et al.			9/10/2001
	EL	6,510,221 B1	1/21/2003	Fisher et al.			12/6/1999
	EM	6,535,600 B1	3/18/2003	Fisher et al.			12/6/1999
	EN	6,553,114 B1	4/22/2003	Fisher et al.			12/6/1999
	EO	2003/0033184 A1	2/13/2003	Benbassat et al.			6/10/2002

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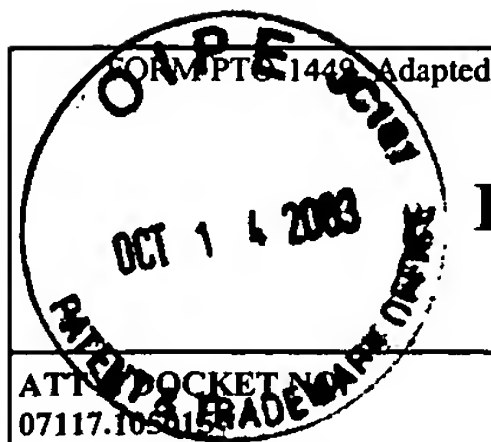
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						YES	NO.
	EP	WO 98/22864	5/28/1998	PCT	Mann et al.		

## OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

	EQ	ACTV NET Debuts eSchool Online; Business Wire; 24 March 1997; pp. 03241287
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ATTACHMENT DOCKET NO. 07117.105115		SERIAL NO. 10/645,917	FILING DATE August 20, 2003
APPLICANT McConnell et al.		GROUP	
OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)			
FA		Armstrong, <i>Electronic Mail Order for Distance Learning</i> ; IEEE Colloquium on Commercialising the Internet; pp. 4/1-4/4; 02/1997	
FB		Call Center E-Journal; <i>Telvista Integrates eLearning and Quality Monitoring</i> ; August 2001; pp. 8 – 12	
FC		Click2learn; <i>Click2learn Unveils New Platform; Takes Aim at e-Learning Industry's Shortcomings</i> ; Press Release; June 4, 2001	
FD		Click2learn; <i>Aspen: The Next-Generation e-Learning Platform</i> ; (2001)	
FE		Curilem et al.; <i>Considerations for the Design of a Tutoring System Applied to Diabetes</i> ; Proceedings of the 22 <sup>nd</sup> Annual EMBX International Conference; July 23-28, 2000; pp. 2811-2814	
FF		Cybulski et al.; <i>Teaching Systems Analysis and Design Using Multimedia and Patterns</i> ; IEEE; 2000; pp. 113-122	
FG		Envision Telephony; <i>Click2Coach</i> ; (2001)	
FH		Envision Telephony; <i>What Makes Your Contact Center Agents Truly Effective</i> ; (2001)	
FI		Fletcher, Scotty; <i>Companies turn to the Virtual Classroom</i> ; dbusiness.com; May 25, 2000	
FJ	/	Granić et al.; <i>User Interface Aspects of an Intelligent Tutoring System</i> ; 22 <sup>nd</sup> Int. Conf. Information Technology Interfaces ITI 2000, June 13-16, 2000; pp. 157-164	
FK	/	Levinson et al.; <i>Chess Neighborhoods, Function Combination, and Reinforcement Learning</i> ; Institution of Electrical Engineers; 2003; INSPEC Abstract No. C2002-07-7830D-012	
FL	/	NICE Systems; <i>NICE to Launch Integrated e-Learning Solution Through Partnership With Astound</i> ; News Release; December 4, 2000	
FM	/	Skowronek, Larry; <i>Aspect eWorkforce Management v6</i> ; July 30, 2001	
FN	/	Syntora.com; <i>Syntora Agentivity</i> ; (2003); 14 pages	
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